



Abstract

Benchmarking management of sewer systems – the 2005 snapshot

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In 2005, 35 Dutch municipalities took part in the project of benchmarking their management of sewer systems. Since the pilot in 2002/2003, this was the second time that this benchmark has been carried out. Along with a private, made-to-measure report for each participant, a summarising public report (in Dutch) is published in which the results are presented on an appropriate level of abstraction.

The benchmark is based on data supplied by each municipality. This data was checked and then discussed by the participants at the meetings. The data was analysed and compared on six topics:

1. *Condition and functioning*: the information the municipality itself has on the quality and functioning of the sewer system.
2. *Environment*: what efforts does each municipality make to satisfy concerns over the environment in its management of the sewer system?
3. *Expenditure*: what does the municipality actually spend on sewer system management per inhabitant?
4. *Organisational capacity*: how does the municipality plan and actually use its sewer schemes and how efficiently are these plans carried out?
5. *Nuisance/complaints*: how many complaints about the sewer system does the municipality receive and how does it handle them?
6. *Data management*: How does the municipality manage its sewer-related data, regarding actuality and completeness?

To be able to compare the municipalities in depth, each aspect has been given one or more Critical Performance Indicator(s). These indicators generate a score, which clearly shows how municipalities 'perform' in the relevant aspect in relation to each other. Based on these differences, it becomes clear where the municipal sewer system management can be improved.

For the participants, the comparison was not just a goal in itself, but also an excellent occasion to learn from each other.

Aim of the public report was to look for the possible relationships to explaining factors, based on the data gathered from the 2005 benchmark and the earlier pilot in 2002/2003. As data from the 2005 benchmark partially were comparable with data from the pilot, it became possible to see if progress had been booked on the performance indicators in the benchmark.

The report offers an interesting 'snapshot' of the actual management of sewer systems in Dutch municipalities, but cannot be regarded as representative for the Netherlands as a whole.

The report also offers insight into the continuing process of improvement of the benchmark tools itself. The report (only in Dutch) can be ordered via info@rioned.org at a price of euro 45.
